

# **AMERICAN EMBASSY NAIROBI VACANCY ANNOUNCEMENT**

**PLEASE TAKE THIS NOTICE HOME**

VA-56-11

March 28, 2011

**Open to:** All Interested Candidates

**Position:** Helpdesk Administrator (Customer Service)

**Opening:** March 30, 2011

**Closing:** April 12, 2011

**Work Hours:** Full-time; 40 hours/week

**Salary:** Not-Ordinarily Resident: Position Grade: FP- 6  
Ordinarily Resident: Position Grade: FSN-1801-8  
(A higher step and salary may be granted based on superior qualifications).

The Centers for Disease Control and Prevention (CDC) has an opening for the position of Helpdesk Administrator (Customer Service). The position will be available immediately.

## **Basic Function:**

Under the supervision of the Computer Management Specialist (ICT Manager), the Helpdesk Administrator/Customer Service Specialist will be responsible for the management of the ICT help desk operations on a day to day basis including supervision and management of designated helpdesk assistants. In addition, the incumbent will be the first level customer service liaison to CDC-Kenya. Incumbent will set and observe service standards, manage the helpdesk software system, coordinate activity and priority scheduling of service workload for designated IT staff during call management, daily proactively reach out to key customers, interact with users on call logging, tracking, resolution and management and ensure the overall delivery of quality ICT service management to CDC staff.

[Please click here for a complete position description.](#)

### **Qualifications Required:**

NOTE: All must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- ◇ Bachelor's degree in Computer Science, Computer Information Systems, Electrical and electronics engineering, Physics, or Mathematics. Certification in Microsoft Windows desktop operating systems such as MCP, MCSA or MCITP also required.
- ◇ At least three years experience in IT support at the desktop and application level management. This should include a year's experience in managing a customer service help desk in a small to medium office is also required.
- ◇ Level IV (fluent) English ability is required and Level IV (fluent) Kiswahili ability also required.
- ◇ Must have intermediate knowledge of hardware management including servers, personal computers, and peripherals such as Smart mobile phones, printers, wireless network devices and audiovisual devices.

### **Selection Process:**

**WHEN EQUALLY QUALIFIED, U.S. CITIZEN ELIGIBLE FAMILY MEMBER (USEFMs) AND U.S. VETERANS WILL BE GIVEN PREFERENCE. THEREFORE, IT IS ESSENTIAL THAT THE CANDIDATES SPECIFICALLY ADDRESS THE REQUIRED QUALIFICATIONS ABOVE IN THE APPLICATION.**

### **Additional Selection Criteria:**

- ◇ Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- ◇ Current employees serving a probationary period are not eligible to apply.
- ◇ Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- ◇ Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
- ◇ Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
- ◇ Applicants must be available for an interview and for proficiency testing as required by the selecting official.

**To Apply:**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174) found on: <http://nairobi.usembassy.gov/root/pdfs/employform.pdf>
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO**

The Human Resources Office,  
P. O. Box 606 Village Market, 00621  
Nairobi, Kenya.

**POINT OF CONTACT**

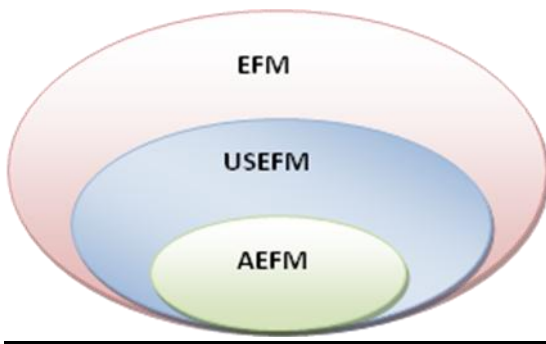
Telephone: 254-2-363-6091

FAX: 254-2-363-6097

**The U.S. Mission in Nairobi provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.**

**The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.**

## **DEFINITIONS**



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), [Foreign Service Residence and Dependency Report](#), of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).